GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:424
ANSWERED ON:25.02.2016
Disabled Friendly Airports
Arunmozhithevan Shri A.;Birla Shri Om;Pal Shri Jagdambika

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether there is any proposal to renovate airports to make them more differently abled friendly if so, the details thereof and if not, the reasons
therefor;

(b) whether the Government has received any complaints of existing differently abled friendly facilities being unused or poorly maintained;

(c) if so, the details thereof and the steps being taken by the Government to address the problem;

(d) whether the Government has taken note of harassment faced by physically disabled passengers at airports for security check, if so, the details thereof;

(e) whether the Government has laid down any guidelines for dealing with such passengers, if so, the details thereof; and

(f) the budget allocated for setting infrastructure for such passengers and the other measures taken by the Government in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a): Yes, Madam. 32 airports, viz, Ahmedabad, Amritsar, Calicut, Chennai, Guwahati, Jaipur, Kolkata, Thiruvanthapuram, Lucknow, Varanasi, Tiruchirapalli, Mangalore, Coimbatore, Bhubaneswar, Imphal, Goa, Port Blair, Srinagar, Gaya, Patna, Madurai, Aurangabad, Pune,
Bagdogra, Chandigarh, Visakhapatnam, Delhi, Mumbai, Hyderabad, Bangalore, Cochin and Nagpur have been identified in the first phase for improvement of infrastructure facilities for differently abled passengers in conformity with Section 46 of Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995.

(b) to (d): The details of complaints received from differently abled
passengers at Airports Authority of India (AAI) airports and action taken
thereon are at Annexure-I.;

(e): Directorate General of Civil Aviation (DGCA) has issued guidelines on facilities for physically disabled passengers at airports in Civil Aviation Requirement (CAR) dated 28.02.2014. The Bureau of Civil Aviation Security (BCAS) has also issued Standard Operating Procedures (SOP) vide Circular dated 31.03.2014 in the above matter.;

(f): Capital Expenditure (CAPEX) and Operational Expenditure (OPEX) for setting infrastructure at airports for such passengers are included airport-wise in the annual budget of Airports Authority of India (AAI) and expenditure on such facilities is met through internal resources of AAI on need basis. Airport Service Quality (ASQ) Survey and Customer
Satisfaction Index (CSI) Survey is also being carried out at airports by independent agencies in regular intervals to assess the difficulties faced by passengers and corrective measures taken on the basis of feedback. The Government is also conducting the accessibility audit of all international airports to make it fully accessible for persons with disabilities.